(iv) computerisation of services such as fault repair, directory enquiry etc.

(b) Information collected from U.K., Norway and some developing countries will be laid on the Table of the House.

(c) The Government is aware of the excess billing complaints of subscribers. Details of the steps being taken by the Government for redressal of such complaints are indicated in the enclosed Statement.

Statement

Details of steps for Redressal of Excess Billing Complaints.

1. All Complaints of over billing are examined first for clerical errors, and then for technical faults in the internal and external equipment. In certain cases, the telephone is also placed under observation to check the functioning of metering equipment, and to ascertain the calling pattern of the subscriber.

2. Further, even if any spurts are noticed while routinely recording fornightly meter readings, the subscriber's line-equipment is tested *suo-moto* and, in case of any technical error, appropriate corrective action is taken immediately.

3. Wherever the number of calls recorded in the bills under reference is more than 100% of the highest number of calls metered during the 6 billing periods, immediately preceding the disputed period, the bill is split up, if so, requested by the subscriber, and he is asked to pay only the average of the said 6 billing ' periods, plus 10% thereof,immediately. The balance amount is kept in abeyance, till finalisation of investigations.

4. All the excess metering complaints: cases are first decided by the Telecom District Engineer, and in case the subscriber is not satisfied with his decision, he can appeal against the same to the Director Telecom/Chief General Manager/ DG Telecom who reviews the case on its merits and gives his decision.

Telecast of Chitramala programme on Doordarshan

2288. SHRI THOMAS KUTHIRAVATTOM: Will th« Minister of INFORMATION AND BROADCASTING be pleased to state:

(a) whether Government have deci ded to increase the frequency of Chitra mala programme on Doordarshan; and

(b) whether there would be any change regarding the telecast of Chitiahar apart from that of Chitra mala?

THE MINISTER OF INFORMATION AND BROADCASTING AND PARLIAMENTARY AFFAIRS (SHRI P. UPENDRA): (a) and (b) No, Sir.

विज्ञापनों की दरों के गलत निर्धारण से दूरदर्शन को घाटा

2289. **श्रीमती सरला माहेश्वरी:** क्या **सूचना और प्रसारण** मंत्री यह बताने की कृपा करेंगे कि:

(क) उन कम्पनियों के नाम क्या हैं जिनके मामले में, दूरदर्शन के कार्यों के बारे में नियंत्रक महालेखापरीक्षक के प्रतिवेदन में यह कहा गया है कि विज्ञापनों के प्रसारण की दरों के गलत निर्धारण से दूरदर्शन को 25.49 लाख रुपये का घाटा हुआ है; और

(ख) उन विज्ञापन-एजेंसियों के नाम क्या हैं जिनसे प्रसारण शुल्क और ब्याज के रूप में 4.86 करोड़ रुपए अब तक वसूल नहीं किए गए हैं और सरकार उनके विरुद्ध क्या कार्यवाही कर रही है?